

September 27, 2006 [Number 236]



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<http://www.nih.gov> is one of the most frequently visited federal government web sites.

	<i>June</i>	<i>July</i>	<i>August</i>
Total hits for the month	53,299,441	51,025,396	53,460,000
Hits per day	1,776,648	1,645,980	1,724,516
Different individuals per month	1,983,972	1,960,443	2,074,772

The server has been up 100% of the time* during August 2006.

* *Server uptime is independent of network accessibility.*

Articles

Help, I Forgot my Password!

Introducing iForgotMyPW.nih.gov

It's 4:12 a.m. and you can't sleep. You have this noble idea and need to send an email to a few colleagues before the morning. Sadly you've forgotten that ONE important thing ...**your** (*ten-character, completely un-guessable*) **NIH PASSWORD**.



Having followed the NIH password guidelines to create a password that is complex and hard to guess, you suddenly discover that the procedure that makes your password safer also makes it almost impossible to remember, which is why you find yourself at 4:12 a.m. having forgotten your password. What to do?

So I keep forgetting my password - what can I do?

Well - if you take a few minutes and register **now** at iForgotMyPW.nih.gov your solution will be only a few clicks away, even at 4:12 a.m.

How do I register?

Simply go to <http://iForgotMyPW.nih.gov> and validate your NIH account. In order to register you will be asked to provide five unique answers to five questions. When you need to reset your password, you must correctly provide three of those registered answers.

If you have not registered and you do not know your password, you must contact the NIH Help Desk for assistance:

<http://IThelpdesk.nih.gov>

(301) 496-4357
(866) 319-4357 Toll free
(301) 496-8294 TTY

Are there other benefits for registering?

When you are not able to access the iForgotMyPW site to reset your password, but you are registered there, the NIH Help Desk can assist! For security reasons they are required to perform basic “identity proofing.” They are authorized to ask you your key questions. Upon receiving three correct responses they can quickly change your password for you.

If you then need to reset your other, non-active directory, passwords, you can use your NIH Password to log in at Password Reset (<http://silk.nih.gov/passwordset>) where NIH users can reset their Helix, ALW, and Titan passwords.

How do I reset or unlock my account once I have registered?

Go to <http://iForgotMyPW.nih.gov>, validate your account and then select the function you need from the menu. It’s just that simple!



New Mainframe Processor and Operating System Coming to CIT

CIT is scheduled to receive a new mainframe processor in October 2006, and will be upgrading the mainframe operating system to z/OS version 1.7 in 64-bit mode a few months after that. Users should check with the vendor of any mainframe software they own to see if it is certified to run in the new environment.

The processor

The new processor will be an IBM z9 Business Class (BC) model 2096-M03, CPU serial number 0020077AED. Installing a zSeries processor will allow CIT to continue running supported versions of the z/OS operating system and other system programs. Plans are to move our test system to the new processor at the beginning of October. When testing is complete, we will move the production systems to the new processor. About a month later, we will change the current operating system (z/OS version 1.4) from 31-bit mode to 64-bit mode.

The operating system

Once 64-bit mode is running on the production systems, we will upgrade the operating system to version 1.7 of z/OS. This upgrade is planned for early 2007.

What steps to take

If you have any third-party software on the mainframe, check with your vendor now to make sure it is certified for and supported in the new environment. Also note the change in the CPU serial number format.

As we progress in our testing, more details will be available and announced through *Titan News* (<http://datacenter.cit.nih.gov/titannews/>).

Need help?

If you need help or have any questions regarding your software, contact the NIH Help Desk (<http://ithelpdesk.nih.gov>) at 301-496-HELP (301-496-4357), 866-319-4357 (toll free), or 301-496-8294 (TTY).



Co-Location Seminar Offered in October 2006

Are you unfamiliar with co-location but have been wondering what exactly it's all about? Do you think you already know all you need to know about co-location? Well, now CIT is offering you the opportunity to find out more.

To help you get better acquainted with co-location, you are invited to a brief seminar being held on the NIH campus, in the Natcher Conference Center (Building 45), that will describe CIT's off-campus co-location facility in Sterling, Virginia. The seminar will be offered as a morning session and repeated as an afternoon session the following day. At the seminar, CIT will also be taking names to arrange for tours of the Sterling co-location site.

Seminar dates and times

The dates and times for the co-location seminar are as follows:

Tuesday, **October 3**, from **9:00 to 11:00 a.m.**

Wednesday, **October 4**, from **1:00 to 3:00 p.m.**

Both sessions will take place in the Natcher E1/E2 conference room.



Introducing the New, Larger On-Campus NIH Co-Location Site

When was the last time you had a tour of the NIH Data Center? If you haven't seen it in the last year you will be surprised at the changes.

The Center for Information Technology (CIT) is pleased to announce that construction is completed on the new on-campus co-location site, Customer Server Area 2 (CSA-2). This second area is double the size of the original on-campus co-location site (CSA-1) and is now housing customer servers.

What is co-location?

CIT's co-location service provides space and support for customers to house their own hardware in a secure, climate-controlled environment, where they can control and access their equipment 24 hours a day. Co-location is an attractive option for customers who have already invested in servers but do not have a suitable server environment.

Where is it?

CIT manages multiple co-location sites for NIH, both on and off campus. The on-campus co-location sites (CSA-1 and CSA-2) are in Building 12—in a secure, separate part of the NIH Data Center. There is also an off-campus co-location site in a secure commercial location in Northern Virginia, connected to the NIH campus by extremely high bandwidth. Run under the auspices of CIT, the off-campus co-location site is particularly appropriate for Disaster Recovery and Continuation of Operations (COOP) needs.

What does it cost?

As with other services, the use of the NIH co-location facilities is charged on a cost recovery basis. Fees for this service are based on the amount of space and power required by the customer. FY07 rates for the off-campus site have been reduced more than 15% from FY06 rates (see also the article on CIT rates on page 9 of this issue).

For full rate information, please look under "Miscellaneous Services" at <http://datacenter.cit.nih.gov/rates/>.

Co-location services offered

All co-location sites—on and off campus—provide the following:

- **Physical security**, including card key and biometric access and video monitoring
- **SAS/70 II Audit - Addressing Certification & Accreditation concerns**
- **Redundant, high-bandwidth connectivity**
- **Reliable infrastructure** (uninterruptible power supply, climate control, etc.)
- **24 x 7 access**
- **Charges based on the space needed**—either full or partial racks (CIT provides the racks)
- **Operations staff on site 24 x 7**

How to get more information

To learn more about CIT's co-location options—on campus (at NIH) or off campus (in Northern Virginia)—please send email to datacenter@list.nih.gov.

We look forward to working with you to assess your requirements and to help you determine the option that best meets the needs of your organization.



NIH Research Festival Opens October 17, 2006

Come celebrate the 19th year of the always popular [NIH Research Festival](#) – running from October 17th through the 20th.

The 2006 NIH Research Festival is co-chaired by Scientific Directors Dr. Robert Angerer (NIDCR) and Dr. George Kunos (NIAAA), and coordinated by Paula Cohen from the NIH Communications and Public Liaison Office.

The opening plenary session on Tuesday, October 17, will begin at 9:00 a.m. in the NIH Clinical Center's Masur Auditorium, and will feature the high-impact research of four outstanding NIH investigators. Their research encompasses, respectively, disorders of lysosome-related organelles (Bill Gahl, NHGRI, and Juan Bonifacino, NICHD), and the development of the taxol-coated stent (Alan Heldman, JHMI, and Steven Sollott, NIA).

Other events during the four-day research festival will be presented in and around the Natcher Conference Center. They will include cross-cutting symposia and poster sessions, special exhibits on resources for intramural research, the Job Fair for NIH Postdoctoral, Research and Clinical Fellows, the Festival Food & Music Fair, and the Technical Sales Association scientific equipment tent show.

CIT participation

The Center for Information Technology (CIT) will host an exhibit table in the main hall and an additional exhibit in the Natcher atrium. In addition to informational materials at the main booth, visitors will be able to work with CIT's Division of Customer Support/CIT Training staff to enroll online for free training classes.

You can also learn about the many services offered by the NIH Data Center, including application hosting on secure well-managed central servers, disaster recovery, search engine services for NIH Web

sites using Google, and on- and off-campus co-location options for customers who own their own servers but are looking for a secure, environmentally-controlled location. Data Center staff will be available to provide further information on these and other services.

Helix Systems services

The Helix Systems Staff (Scientific Computing Branch, DCSS, CIT) will present an interactive exhibit in the Natcher atrium, featuring the many scientific applications and services that the Helix Systems offer to the NIH community. The staff will also be available to discuss computational needs and answer any questions.

Among the highlighted topics: bioinformatics, structural biology, mathematical, statistical, image analysis, and high-performance distributed computing on the 2400-processor Biowulf cluster. CIT will also demonstrate SciWare, a new service that provides a wide range of ready-to-run scientific applications for Windows, Mac, and Unix desktop workstations.

Poster sessions

Scientists from CIT's Division of Computational Bioscience (DCB) will participate in the poster sessions.

To reach Paula Cohen, send email to CohenP@mail.nih.gov, and for up-to-date information about the 2006 NIH Research Festival visit the Web site at: <http://researchfestival.nih.gov>.



NIH Data Center Rates for Fiscal Year 2007

The fiscal year 2007 rates for CIT services are effective as of October 1, 2006.

Each year CIT reviews its rates for the services provided by the NIH Data Center. We evaluate the costs associated with our various services and adjust rates accordingly.

Highlights of the rates for FY07

CIT is pleased to announce that the rates for CIT's off-campus co-location site have been reduced by more than 15% for the fiscal year 2007, to \$3,200 per rack-footprint. The rates for the on-campus sites remain unchanged from fiscal year 2006 (\$2, 650 per rack-footprint).

The method of charging for Windows hosting services will be aligned with the approach used for Unix hosting. There will be two standard offerings that include servers, maintenance, and support for either 2-processor or 4-processor servers. Hardware charges will no longer be applied separately. Instead, standard charges will be included as part of the service offering.

There will be two service offerings for managed storage on hosted servers: a new premium storage offering and the existing standard storage service. The premium storage offering is available for applications requiring high-availability, highly redundant service. It will be offered at the rate of \$7.50 per gigabyte per month. The cost of the existing standard storage service has been reduced from \$7.50 to \$5.00 per gigabyte per month for Unix hosting and MS SQL Services (Dedicated and Shared). This aligns the Unix and SQL rates with the Windows rate for managed storage. Disk storage rates for scientific systems will be reduced as well.

On the mainframe, CIT will phase in charging for the CPU time used by Secure Internet-LinkEd (SILK) Web technology and Shadow Direct. They will appear on your bill but will be rebated in FY2007. The charges will apply in full in FY2008. See the related article in this issue of *Interface* (page 11).

Rates for other Data Center services remain unchanged. Users of these services will find their costs in fiscal year 2007 to be the same as those in fiscal year 2006.

Where to find the rates

The NIH Data Center's fiscal year 2007 rates are available on the Web at <http://datacenter.cit.nih.gov/rates>. This site will be updated whenever rates change. Major rate adjustments will continue to be announced in *Interface*.

If you have any questions, please call the NIH Help Desk (<http://ithelpdesk.nih.gov>) at 301-496-HELP (301-496-4357), 866-319-4357 (toll free), or 301-496-8294 (TTY).



CIT to Begin Charging for SILK and Shadow Direct CPU

Effective October 2006, CIT will begin charging for the CPU time used by Secure Internet-LinKed (SILK) Web technology and Shadow Direct. SILK is a mainframe Web server hosting various applications such as Web RACF and Web Sponsor. Shadow Direct provides users with direct, SQL access to mainframe data and applications, such as the Data Warehouse.

Why is CIT charging for this service now?

When SILK and Shadow Direct services were first offered by the Data Center, we instituted only relatively minimal charges. As the years went by and users found that SILK offered an easy way to make information available to customers, they took applications that were initially implemented as Wylbur CPs and converted them to SILK. The software began consuming more and more of the CPU cycles available on our processors.

Because we have had to devote more CPU cycles to the SILK/Shadow Direct system, it became necessary to expand our capacity. Increasingly, our software is being priced according to the CPU capacity of the particular partition, so our software costs have been going up. As the NIH Data Center operates on a strict cost-recovery basis, it has become necessary for us to begin charging for the CPU used by this software.

How charges will be calculated

Charges for SILK/Shadow Direct will be calculated per user, per day. To give customers time to adjust to this change, we will initially rebate 100% of the SILK/Shadow Direct CPU charges. This will allow customers significant opportunity to monitor their SILK/Shadow Direct usage and to plan accordingly.

Starting in October 2006, invoices will include the SILK/Shadow Direct charges as part of the Interactive charges. There will be a new line on the invoice showing the amount of the temporary rebate. Starting October 2007, the rebate will no longer apply and the invoice will reflect the full charge for SILK/Shadow Direct CPU usage.

The rates for SILK/Shadow Direct will be as follows:

Up to 2.273 CPU seconds (per CPU second)	\$2.08
2.274 to 5.682 CPU seconds (per CPU second)	\$1.90
5.683 to 45.455 CPU seconds (per CPU second)	\$.88
Over 45.455 CPU seconds (per CPU second)	\$.44

Have questions?

If you have any questions, please contact the [NIH Help Desk](http://ithelpdesk.nih.gov) (<http://ithelpdesk.nih.gov>) at 301-496-4357, 866-319-4357 (toll free), or 301-496-8294 (TTY), or via email at ithelpdesk@nih.gov.



NBARS Is Shutting Down

The NIH Backup and Recovery System (NBARS) that is used to back up files on servers and desktops will be gradually phased out starting September 28, 2006, and ending May 31, 2008. Anyone using this service, which uses the Tivoli Storage Management (TSM) client/server product, should begin making appropriate plans to arrange for a new backup system at this time.

NBARS is being phased out due to a steady decline in usage in recent years. Since the beginning of the year, only fourteen computers have accessed the system. The most recent new computer to join the system was registered on August 1, 2005, over one year ago.

What users should do

NBARS users should start planning for, and begin implementing, alternative means for backing up and recovering their data. All currently active users have been contacted. Contact the NIH Help Desk (<http://ithelpdesk.nih.gov>) at 301-496-4357, 866-319-4357 (toll free), or 301-496-8294 (TTY) for assistance with finding backup alternatives.

CIT is working with the affected users to assist them, as needed, in stopping connections to the TSM server. The NBARS Web site (<http://silk.nih.gov/silk/nbars>) provides instructions on how to stop the automatic scheduler service. If you need to restore a backed-up file after access to the NBARS server has been restricted, contact the NIH Help Desk for assistance in retrieving the file. Once you no longer need access to your backed-up files, remove the TSM client products from your systems, with help from CIT if necessary.

Accessing NBARS

CIT has closed the registration of new computers in NBARS. As of September 28, 2006, computers that have not accessed the server in the last three years will be restricted from accessing the TSM server,

preventing further backups and retrievals. As indicated above, you can contact the NIH Help Desk to arrange for temporary access to retrieve a file. Starting October 15, 2006, any computer that has not accessed the server within eighteen months will be similarly limited. On December 1, 2006, all remaining computers will be restricted.

What happens to the backups?

Backed-up data will be available on the TSM server for eighteen months from the date the requesting computer last accessed the TSM server. Starting October 15, 2006, the computers that have not accessed the server within the past three years will be removed from the system, resulting in the permanent removal of all their backed-up files, as well as the registered node, from the TSM server. On January 2, 2007, computers that have not accessed the server in the past eighteen months (i.e., not since July 1, 2005) will be removed. Starting May 31, 2008, all remaining files and registered nodes will be removed from the TSM server, and NBARS will cease to exist.

Phase Out Schedule

Here is the current schedule for shutting down the TSM server:

09/28/2006 - computers that have not accessed the TSM server within the past 3 years will be locked out, preventing backup and retrieval functions. If needed, temporary access can be restored to retrieve files by contacting the NIH Help Desk.

10/15/2006 - computers that have not accessed the TSM server within 18 months are locked out
- computers that have not accessed the TSM server within 3 years are removed, resulting in permanent removal of files and nodes
- weekly email error warning notices to administrators are discontinued

12/01/2006 - all remaining computers are locked.

01/02/2007 - computers that have not accessed the TSM server within 18 months are removed

05/31/2008 - all remaining computers are removed and the TSM server is shutdown

Need Help?

For additional information, visit the NBARS web page at <http://silk.nih.gov/silk/nbars>.





Ask the NIH Help Desk

Working with Microsoft Excel

Q: I'm working with a long list in Excel but there are duplicate entries. How do I get rid of the duplicate entries without searching for each one?

A: The Filter feature will work perfectly for you. Just follow the steps below:

1. Select the column or click a cell in the range or list you want to filter.
2. On the **Data** menu, point to **Filter-Advanced Filter**.
3. Do one of the following:
 - a. To filter the range or list inside your current worksheet, click **Filter the list, in-place**.
 - b. To copy the results to another location, click **Copy to another location**. Then, in the **Copy To** box, enter a cell reference.
 - i. To select a cell, click **Collapse Dialog**  to temporarily hide the dialog box.
Select the cell on the worksheet, and then press **Expand Dialog** .
 - ii. Select the **Unique records only** check box.



Q: I have to format my worksheets so all my columns look the same. Is there an easy way to do this?

A: Yes! The Macro feature is what you need. If you perform a task repeatedly in Microsoft Excel, you can automate the task with a macro. When you record a macro, Excel stores information about each step you take as you perform a series of commands. You then run the macro to repeat, or "play back," the commands. There are two ways to record a macro: manually or by using Microsoft Visual Basic.

Recording it manually is the simplest way:

1. On the **Tools** menu, point to **Macro**, and then click **Record New Macro**.
2. In the **Macro name** box, enter a name for the macro.
3. If you want to run the macro by pressing a keyboard **shortcut key**, enter a letter in the **Shortcut key** box. You can use CTRL+ *letter* (for lowercase letters) or CTRL+SHIFT+ *letter* (for uppercase letters), where *letter* is any letter key on the keyboard. The shortcut key letter you use cannot be a number or special character such as @ or #.

Note: The shortcut key will override any equivalent default Microsoft Excel shortcut keys while the workbook that contains the macro is open.

4. In the **Store macro in** box, click the location where you want to store the macro.
If you want a macro to be available whenever you use Excel, select **Personal Macro Workbook**.
5. If you want to include a description of the macro, type it in the **Description** box.
6. Click **OK**.
7. If you want the macro to run *relative* to the position of the active cell, record it using relative cell references. On the **Stop Recording** toolbar, click **Relative Reference**  so that it is selected. Excel will continue to record macros with relative references until you quit Excel or until you click **Relative Reference**  again, so that it is not selected.
8. Carry out the actions you want to record.



-
9. On the **Stop Recording** toolbar, click **Stop Recording** .

Q: Can I use Excel features in any other programs?

A: You can create an Excel table in Microsoft Word, PowerPoint, or Outlook and still use the same features you would use if you were actually working in Excel. Just go to **Insert-Object** and select **Microsoft Excel Worksheet**.

Q: I want to know the totals of the data in my worksheet. How do I show that in Excel?

A: That's a great question and very simple to achieve!

1. Make sure the data you want to subtotal is in the following format: each column has a label in the first row and contains similar facts, and there are no blank rows or columns within the range.
2. Click a cell in the column to subtotal.
3. On the **Data** menu, click **Sort Ascending**  or **Sort Descending** .
4. On the **Data** menu, click **Subtotals**.
5. In the **At each change in** box, click the column to subtotal.
6. In the **Use function** box, click the summary function you want to use to calculate the subtotals.
7. In the **Add subtotal to** box, select the check box for each column that contains values you want to subtotal.
8. If you want an automatic page break after each subtotal, select the **Page break between groups** check box.
9. If you want the subtotals to appear above the subtotaled rows instead of below, clear the **Summary below data** check box.
10. Click **OK**.

Have more questions?

If you need any assistance, or have additional Excel questions, just give us a call at the NIH Help Desk at 301-496-4357. We have agents who are Microsoft Certified Specialists in Excel that are available to you!

NIH HELP DESK

(301) 496-4357

(866) 319-4357 (Toll Free)

(301) 496-8294 (TTY)

<http://ithelpdesk.nih.gov>



Dates to Remember

Now ...

- October 1
 - A new fiscal year brings new Data Center rates
 - New processor coming to CIT [*Titan News* article of 8/31/06 at <http://datacenter.cit.nih.gov/titannews>]
- October 2
 - CIT Training Program Fall term starts. [<http://training.cit.nih.gov>]
- October 3
 - CIT Co-Location Seminar, 9:00 – 11:00 AM, Natcher E1/E2
- October 4
 - CIT Co-Location Seminar, 1:00 – 3:00 PM, Natcher E1/E2
- October 15
 - Data Center removal of obsolete Comten communications processors [see *Titan News* article of 2/2/06 at <http://datacenter.cit.nih.gov/titannews>]
- October 17-20
 - The NIH Research Festival at the Natcher Conference Center

Later this year ...

- December 1
 - All remaining computers on NBARS will be locked
- December 4-5
 - Disaster recovery off-site test. ^{E T}
[<http://datacenter.cit.nih.gov/disaster>]

E EOS (Unix system)
T Titan (OS/390 system)

Articles in other issues of *Interface* appear in brackets [].



Subscribe to the “Interface” list via Listserv to receive notification of new issues as soon as they are available on the Web [<http://list.nih.gov/archives/interface.html>].

Publications

The following documents have become available since the last issue of *Interface* and can be obtained from the CIT publications web page [<http://publications.cit.nih.gov/>]. Publications are provided in hardcopy, on-line, or PDF versions under the “View/Print on Demand” (VPOD) system.

To be notified when new or updated documentation has been added to the VPOD system, join the Listserv list, “CIT-doc-renew” [<http://list.nih.gov/archives/cit-doc-renew.html>].

Titan (IBM z/OS Servers)

Updated

Titan User’s Guide May 2006

EOS (Unix Servers)

Updated

EOS User’s Guide September 2006



Directories and Reference Information

NIH Computer Center Hardware and Software

[<http://datacenter.cit.nih.gov/if.backpage.html>]

Computer Services Telephone Directory

[<http://datacenter.cit.nih.gov/tel.num.txt.html>]

Online Services Directory

[<http://datacenter.cit.nih.gov/online.access.txt.html>]

Popular Web Sites for NIH Computer Center Users

[<http://datacenter.cit.nih.gov/www.dir.html>]

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DCS	Division of Customer Support
DCSS	Division of Computer System Services
OD	Office of the Director, CIT
PECO	Planning, Evaluation, and Communications Office